In the Claims

1.   (Currently Amended) ~~Method~~A method of estimating call intents and recalls in a call ~~centre, characterised in that it comprises the following steps~~center comprising:

(a)   [[to]]assess_ing_ N corresponding to ~~the~~a number of periods during which ~~the~~recall assessments are performed;

(b)   [[to]]assess_ing_ α_i representing ~~the~~a proportion of disconnected calls that call back during ~~the~~an ith period following disconnection;

(c)   [[to]]assess_ing_ β_i representing ~~the~~a proportion of abandoned calls that call back during ~~the~~an ith period following ~~the~~abandon_ment_;

(d)   [[to]]assess_ing_ ~~the~~call status variables:

  [[-]]   *Dec(p)* representing the number of calls disconnected during a period p;

  [[-]]   *Abd(p)* representing the number of calls abandoned during a period p;

  [[-]]   *Reçus(p)* representing the number of calls received during ~~said~~period p;

(e)   ~~to estimate~~estimating the number of recalls, *rappels(p)*, during ~~said~~the period p, with

$$rappels(p) = \sum_{i=0}^{N} \alpha_i.dec(p-i) + \beta_i.abd(p-i),$$ where p-i represents the period that precedes p of i periods; and

(f)   [[to]]assess_ing_ the number of call intents during a period p, *intentions(p) = reçus(p) – rappels(p)*.

2.   (Currently Amended) ~~Method of estimating call intents and recalls in a call centre~~The method according to claim 1, ~~characterised in that the~~wherein coefficients α_i and β_i are calculated by linear regression in at least one representative sample.

3. (Currently Amended) ~~Method of estimating call intents and recalls in a call centre~~The method according to claim 1, ~~characterised in that said~~wherein estimation is performed without systematically recording ~~the~~an identifier of each call received.

4. (Currently Amended) ~~Method of estimating call intents and recalls in a call centre~~The method according to claim 1, ~~characterised in that the~~wherein capacity of ~~said~~the call ~~centre~~center is adapted according to ~~said~~the estimation.

5. (Currently Amended) ~~System~~A system for estimating call intents and recalls in a call ~~centre~~center comprising calculation equipment connected to equipment associated with ~~the~~call-answering stations, ~~characterised in that~~wherein the calculation equipment comprises means for counting ~~the~~a number of disconnected calls *Dec*, ~~the~~a number of abandoned calls *Abd*, ~~the~~a number of received calls *Reçus* and calculation means for determining ~~the~~coefficients α_i, β_i and *N*, as well as calculation means for determining ~~the~~variables of the number of recalls and the number of call intents

$$rappels(p) = \sum_{i=0}^{N} \alpha_i.dec(p-i) + \beta_i.abd(p-i) \text{ and } intentions(p) = reçus(p) - rappels(p),$$

where N corresponds to ~~the~~a number of periods during which ~~the~~an assessment of recalls takes place;

α_i ~~representing the~~represents a proportion of disconnected calls that call back during ~~the~~an ith period following disconnection;

β_i ~~representing the~~represents a proportion of abandoned calls that call back during ~~the~~an ith period following abandon~~ment;~~ and

p-i represents ~~the~~a period that precedes p of i periods.

13

6.   (Currently Amended) ~~System for estimating call intents and recalls in a call centre~~<u>The syste,</u> according to claim 5, ~~characterised in that it comprises~~<u>further comprising</u> at least one Automatic Call Dispatcher (ACD).